

NEW HAMPSHIRE

# SNAP Employment and Training Plan

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Federal Fiscal Year 2020

9/25/2019

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New Hampshire  
FFY 2020  
9/25/2019

**Section A: Cover Page and Authorized Signatures**

State: New Hampshire

State Agency: Department of Health and Human Services, Division of Economic & Housing  
Stability, Bureau of Employment Supports, SNAP Employment & Training Program

Federal FY: FFY 2020

Date: 9/24/19

Primary Contacts: Complete the table with the name, title, phone and email address for those State agency personnel who should be contacted with questions about the E&T plan. Add additional rows if needed.

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**Certified By:**



State Agency Director (or Commissioner)

9/26/19  
Date

**Certified By:**



State Agency Fiscal Reviewer

9-26-19  
Date

<b>Section B: Assurance Statements</b> <i>Check box at right to indicate you have read and understand each statement.</i>	
I. The State agency is accountable for the content of the State E&T plan and will provide oversight of any sub-grantees.	<input checked="" type="checkbox"/>
II. The State agency is fiscally responsible for E&T activities funded under the plan and is liable for repayment of unallowable costs.	<input checked="" type="checkbox"/>
III. State education costs will not be supplanted with Federal E&T funds.	<input checked="" type="checkbox"/>
IV. Cash or in-kind donations from other non-Federal sources have not been claimed or used as a match or reimbursement under any other Federal program.	<input checked="" type="checkbox"/>
V. If in-kind goods and services are part of the budget, only public in-kind services are included. No private in-kind goods or services are claimed.	<input checked="" type="checkbox"/>
VI. Documentation of State agency costs, payments, and donations for approved E&T activities are maintained by the State agency and available for USDA review and audit.	<input checked="" type="checkbox"/>
VII. Contracts are procured through appropriate procedures governed by State procurement regulations.	<input checked="" type="checkbox"/>
VIII. Program activities are conducted in compliance with all applicable Federal laws, rules, and regulations including Civil Rights and OMB regulations governing cost issues.	<input checked="" type="checkbox"/>
IX. E&T education activities directly enhance the employability of the participants; there is a direct link between the education activities and job-readiness.	<input checked="" type="checkbox"/>
X. Program activities and expenses are reasonable and necessary to accomplish the goals and objectives of SNAP E&T.	<input checked="" type="checkbox"/>
XI. The E&T Program is implemented in a manner that is responsive to the special needs of American Indians on Reservations. State shall: consult on an ongoing basis about portions of State Plan which affect them; submit for comment all portions of the State Plan that affect the ITO; if appropriate and the extent practicable, include ITO suggestions in State plan. (For States with Indian Reservations only)	<input checked="" type="checkbox"/>

By signing on the cover page of this document, the State agency Director (or Commissioner) and financial representative certify that the above assurances are met.

### **Acronyms**

Below is a list of common acronyms utilized within this plan:

ABAWD	Able-Bodied Adult without Dependents
E&T	Employment and Training
FFY	Federal Fiscal Year
FNS	Food and Nutrition Service
SNAP	Supplemental Nutrition Assistance Program
USDA	United States Department of Agriculture

Section C: State E&T Program, Operations and Policy Overview	
<p><b>I. Summary of the SNAP E&amp;T Program</b></p> <ul style="list-style-type: none"> <li>• Mission</li> <li>• Scope of services</li> <li>• Administrative structure of program</li> </ul>	<p>The New Hampshire Department of Health and Human Services' mission is to join communities and families in providing opportunities for citizens to achieve health and independence.</p> <p>The State of New Hampshire's Supplemental Nutrition Assistance Program, Employment and Training (SNAP E&amp;T) Program is administered through the New Hampshire Department of Health and Human Services (DHHS), Division of Economic &amp; Housing Stability (DEHS).</p> <p>This Division, created in June 2018, plays a key role in promoting a more holistic, multi-generational and integrated approach for individuals, families and children. DEHS will guide this approach through a realignment of existing programs to involve five new Bureaus, which include:</p> <ul style="list-style-type: none"> <li>• The Bureau of Family Assistance;</li> <li>• The Bureau of Child Support Services;</li> <li>• The Bureau of Housing Supports;</li> <li>• The Bureau of Child Development &amp; Head Start Collaboration; and</li> <li>• The Bureau of Employment Supports.</li> </ul> <p>The Bureau of Employment Supports (BES) is responsible for administering the SNAP E&amp;T Program, which provides employment services to those in need, in order to assist individuals in obtaining suitable employment and reaching self-sufficiency.</p> <p>The SNAP E&amp;T is a voluntary program for all benefit-entitled individuals. Face-to-face group and individual meetings are waived due to the centralization of services provided at the State Agency level. Reasonable accommodations are occasional made as necessary.</p> <p>The mission of the SNAP E&amp;T Program is to help participants on their path to self-sufficiency by providing guidance and resources aimed at supporting their employment goals.</p> <ul style="list-style-type: none"> <li>• <b>Financial supports</b> through transportation reimbursements, for individuals that are job searching and/or participating in approved job search training activities: such as WorkReadyNH or NH Works Workshops which promote job readiness;</li> </ul>

Section C: State E&T Program, Operations and Policy Overview	
	<ul style="list-style-type: none"> <li>• <b>Community referrals</b> to connect participants with services that will help them remove barriers, overcome obstacles and/or acquire additional resources within their community;</li> <li>• <b>Education and training provider referrals</b> to enhance and expand participants job skills and abilities, and/or earn credentials to help them obtain necessary skills to successfully gain employment; and,</li> <li>• <b>Case Management</b> is provided after an assessment of strengths and needs is administered. Following the assessment, a plan is developed that outlines activities; communication; and job coaching. The SNAP E&amp;T Technicians connect participants to employers that are hiring in their community using the following strategies: 1) review and recommends improvements to job searching materials; 2) develops potential career pathways; 3) sharing information about local job fairs; and 4) providing job leads. The SNAP E&amp;T Program strives to build confidence for participants through the provision of services aimed at removing barriers, gaining skills, earning credentials and/or acquiring experience necessary to obtain sustainable employment. NH is also developing partnerships with community organizations as they have the capacity, resources, and experience necessary to effectively administer case management services.</li> </ul> <p>The state SNAP E&amp;T Rules can be found at PART He-W 748 EMPLOYMENT AND TRAINING REQUIREMENTS <a href="http://gencourt.state.nh.us/rules/state_agencies/he-w700.html">http://gencourt.state.nh.us/rules/state_agencies/he-w700.html</a></p> <p>The SNAP E&amp;T Policy can be found in section 807 – 829 of the SNAP Manual. <a href="http://newheights.dhhs.nh.gov/prd/static/newheightshlp/fsm/index.html">http://newheights.dhhs.nh.gov/prd/static/newheightshlp/fsm/index.html</a></p>
<b>II. Program Changes</b> <ul style="list-style-type: none"> <li>• New initiatives</li> <li>• Significant changes in State policy or funding</li> </ul>	<p>SNAP E&amp;T is in the process of implementing initiatives pertaining to outreach, marketing, enhanced services and policy changes.</p> <p><b>Outreach</b> – With the decrease of SNAP participants, SNAP E&amp;T outreach efforts have increased. A Job Fair database was developed to manage information collected from local job fairs. The purpose of this database is to streamline available jobs in the community to participants looking for work in specific industries. The Job Fair database can be queried by geographic location; education level; industry; pay rate; OJT availability; and felon friendly employers.</p>



**Section C: State E&T Program, Operations and Policy Overview**

A SNAP E&T Program newsletter was developed internally, to deliver valuable information to participants. Three quarters were released thus far and the fourth will be disseminated to E&T participants in October. This communication tool provides the SNAP E&T Technicians with an additional way to share program updates and information about upcoming job fairs and recruiting events in the community, as well as helpful tips on various topics that are relevant to participants. In the future, success stories will be included to highlight participant achievements.

Last November, FNS shared the Participant Agreement Form that Connecticut utilized with their SNAP E&T participants. This form was adapted to fit the SNAP E&T Program in NH and was recently disseminated to participants as of June 1, 2019.

**Marketing** – SNAP E&T is developing new marketing materials designed to inform individuals about the SNAP E&T Program and available services. Materials are being developed to target specific training opportunities for in-demand occupations throughout the State.

**Enhanced Services** – SNAP E&T staff continually look for ways to enhance participants' experience with the Program. This includes helping individuals improve their job searching materials and/or developing job search materials. Through the creation of templates and the use of sample job applications, technicians identify transferable skills and highlight experiences to increase the participant's visibility with potential employers.

Suitable trainings to assist participants in obtaining skills necessary for jobs of interest are identified by networking with employers. As an example, at the 2018 Manchester Job Fair, SNAP E&T staff ascertained information about the Water Works Operator Certification Program through the NH Department of Environmental Services (DES) and participants are referred accordingly.

Further collaboration with NH Employment Security (NHES) and Workforce Innovation Opportunity Act (WIOA) to provide materials related to services and opportunities in the Job Centers to maximize supports for SNAP E&T participants.



<b>Section C: State E&amp;T Program, Operations and Policy Overview</b>	
	<p><b>Policy Changes</b> – In response to the FNS Management Evaluation Report of the SNAP E&amp;T Program, the following concerns were addressed:</p> <ul style="list-style-type: none"> <li>• NH has implemented a verification process to prevent duplicative receipt of job search logs submitted by multiple adults assigned to the same case by integrating questions pertaining to household composition to capture the number of adults in the case.</li> <li>• Adaptation of the Participant Agreement Form to address FNSs level of concern pertaining to participants' level of effort in the SNAP E&amp;T Program.</li> <li>• NH is pursuing an administrative rule change that encompasses FNS' findings.</li> </ul> <p>Recently NH met with FNS to explore third-party partnerships. As a result, NH is in the process of developing a strategic plan to identify key stakeholders and guide the next steps in program expansion.</p>
<p><b>III. Workforce Development System</b></p> <ul style="list-style-type: none"> <li>• General description</li> <li>• In-demand and emerging industries and occupations</li> <li>• Connection to SNAP E&amp;T, components offered through such system, career pathways, and credentials available</li> </ul>	<p>The New Hampshire Workforce Innovation Board (WIB) and State partners have developed a Combined State Plan indicating the dedication to a high quality workforce system that meets the needs of New Hampshire's businesses community and workforce. The Workforce Innovation and Opportunity Act (WIOA) provided the vision for a planning process that included partners, stakeholders, and customers from across the state, focusing on a demand-driven workforce system that seeks the best possible experience for all business and jobseekers, and strives for continuous improvement and alignment and integration of services. New Hampshire has chosen to submit a Combined State Plan for the NH Works One Stop system as a result of a joint planning process among several state agencies covering the six required programs and five optional programs. DHHS is a NH Works system partner with oversight of the TANF and SNAP services.</p> <p>The Sector Partnerships Initiative (SPI) is an industry-driven statewide initiative to help businesses in targeted industries address their workforce needs, while also helping workers prepare for and advance in careers in these critical sectors. The initiative is initially focusing on five industries: manufacturing, hospitality, healthcare, construction, and information technology. Additional information pertaining to in-demand and emerging industries and occupations can be found on the NH Works website using this link <a href="https://nhsectorpartners.org/industries">https://nhsectorpartners.org/industries</a>.</p>

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	<p>This combined planning process will also position New Hampshire's workforce system for further collaboration and opportunities for additional efficiencies and leveraging of program strengths.</p> <p>SNAP E&amp;T participants are referred to partner programs on a regular basis and are advised to utilize the NH Works One Stop Centers and the NH Community College System for job search assistance and job search training. Historically, the participant was responsible for initiating contact once referred by SNAP E&amp;T Technicians. This year a strategic collaboration to improve the referral process and increase positive outcomes with Title I WIOA partners is underway.</p> <p>SNAP E&amp;T Technicians conduct outreach to participants every 30 days from the last point of contact. Technicians conduct a follow-up assessment to see where participants are at since the last time they spoke. The participant provides updates on the referrals provided, and share how their job search is going. Based on their conversation, participants receive additional referrals and resources along with any information about upcoming job fairs and applicable job leads in their area.</p>
<p><b>IV. Other Employment Programs</b></p> <ul style="list-style-type: none"> <li>• TANF, General Assistance, etc.</li> <li>• Coordination efforts, if applicable</li> </ul>	<p>The SNAP E&amp;T Program is available to SNAP recipients who are not receiving Temporary Assistance to Needy Families (TANF) cash assistance. SNAP recipients receiving TANF cash assistance receive employment services through the TANF work program, NH Employment Program (NHEP). If TANF cash assistance ends and SNAP remains open, participants are referred to the SNAP E&amp;T Program.</p> <p>The SNAP E&amp;T and NHEP share staff resources, which include the Bureau Chief of Employment Supports, Administrator, SNAP E&amp;T Specialist, Case Technician, and Case Technician Trainee. The programs have different funding sources, services, forms, participation requirements, separate staff that provide direct services to participants. Additional shared resources include job search tools, education/training, labor market information and community resources and referrals.</p> <p>All participants interested in training opportunities are referred to the Workforce Innovation &amp; Opportunities Act (WIOA) Program. Participants are advised to complete the NH Works Release of Information (ROI) Form included in their enrollment packet. This form allows WIOA Coordinators to reach out to SNAP E&amp;T participants and facilitates collaboration between programs.</p>

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Participants are referred to an array of education and training programs throughout the state, including the following:

**NH 211** – is a free informational hub to assist participants in accessing resources and local community services.

**Apprenticeship Programs** – The NH Department of Education (DOE) provides leadership and oversight of related instruction for registered apprentices in the plumbing and electrical trades. Evening classes offered during the school year, at five high schools around the state. NH DOE oversees only the instruction portion of registered apprenticeships and pre-apprenticeship secondary programs however, they do not provide services for those who are in search of employment.

The Community College System of NH (CCSNH) has recently been awarded a grant from the US Department of Labor to enhance apprenticeship opportunities within the following fields:

1. Information Technology
2. Healthcare
3. Manufacturing sectors

These will be paid work-based learning opportunities linked with education and training, which will strengthen pathways to employment in New Hampshire. This will help NH businesses and help students develop career interests and network with potential future employers.

**Adult Education Services** – The NH Department of Education provides classroom instruction, distance learning and one-on-one tutoring to assist adults with the completion of a high school diploma or equivalent as well as academic skill building for successful transition into postsecondary education, training and/or employment. Specific programs include: Adult Basic Education, English as a Second Language, Adult Learner Services, Integrated Education and Training, Integrated English Literacy and Civics Education, Adult Diploma Program and HiSET Testing Centers. Services are available across the state and are free or low-cost.

**Job Corps** – Job Corps is a tuition-free education and training program that connects teens and young adults, ages 16-24 with skills and educational opportunities to establish careers.



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**Mature Worker Program** – The New Hampshire Employment Security (NHES) Mature Worker Program provides tailored and individualized re-employment services, along with training opportunities as needed, to eligible individuals 55 years of age and older. Career Navigators work with program participants to connect them with available job opportunities. Services are available at each of the NH Works office located across the state. Career Navigators at these sites determine program eligibility and provide barrier assessment and case management services.

**New England Carpentry** – The New England Carpenters Training Fund is jointly sponsored by the Carpenters unions and signatory building contractors. The New England Carpenters Training Fund programs offer training in residential and commercial construction skills for apprentices and journeymen throughout New England.

**NH Works** – Through NH Works System, participants can gain support and/or access to education information and services. Reference books, videos, career projections, employer profiles, newspaper help wanted ads and labor market information are all available in each of the NH Works Job and Information Center libraries.

Workshops are designed to give individuals the job and life skills necessary to succeed in a highly competitive job market. Some of these workshops focus on technical assistance for preparing resumes and cover letters, job search techniques and strategies, employment counseling, aptitude and skills testing, and career exploration tools. The NH Employment Security (NHES) department offers these services at each of the NH Works Centers throughout the state.

**NH Works for Recovery** – The NH Works for Recovery program provides comprehensive and individualized re-employment services to individuals who have been directly or indirectly affected by the opioid crisis. Eligible participants have the opportunity to receive job training and support services to help them successfully compete for many of the in-demand occupations located throughout NH.

**On-the-Job Training Program** – The On-the-Job Training (OJT) Program is a hire-first program that helps unemployed NH residents who are at least 18 years old into long-term permanent jobs. Trainees are hired into full-time employment and receive employer provided training. The trainee is a paid employee of a company.

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The purpose of an OJT is to allow an employer to hire an individual who would not otherwise qualify for the job and to teach the skills needed to perform at the entry level for the position. The activity is based upon a contract between the employer and Southern NH Services. The contract provides the employer with a partial wage reimbursement for an agreed-upon training period in exchange for the provision of training by the employer and a commitment to retain the individual when the training is successfully completed.

**Recipe for Success Culinary Training Program** – The NH Food Bank offers a culinary Job Training Program whose goal is to help individuals suffering financial hardship, gain the skills and experience necessary to seek employment in the food service industry. The program is free of charge and open to adults (18+) who are unemployed or underemployed, no experience is necessary. Participants who successfully complete the training program receive assistance with job placements in the community.

**Red Cross Nursing Assistant Program** – In the Red Cross Nurse Assistant Training (NAT) Program, students learn to care for residents of nursing homes, hospitals, and home healthcare organizations. This program trains students to help participants maintain their quality of life. The valuable skills learned in the nine-week NAT Program give students a solid foundation for entering the healthcare field.

**Senior Community Service Employment Program** – The Senior Community Service Employment Program (SCSEP) helps individuals 55 or older return to work by placement in part-time work opportunities in non-profit agencies or public facilities. After acquiring current job skills and recent work experience, they are ready for an unsubsidized job.

**Vocational Rehabilitation** – New Hampshire Vocational Rehabilitation (NHVR) is a division under the Department of Education (DOE) that helps individuals with disabilities to become self-sufficient in securing and retaining employment and develop a lifetime career by providing rehabilitation services. NHVR has five regional offices throughout the state designed to assist individuals who have physical, mental, learning and emotional disabilities. NHVR is currently on an order of selection, which requires them to provide services to individuals with most severe disabilities and barriers to employment.

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**Water Works Operation Certification Program** – The NH Department of Environmental Services (NHDES) Drinking Water and Groundwater Bureau offers a Water Works Operation Certificate Program whose goal is to assure that water works operators have basic knowledge and understanding to provide a safe, adequate, and reliable supply of water to their customers. Although there is no requirement for operators to attend training to become certified in the State of NH, it is strongly recommended. The available introductory courses enhance the ability of an applicant to pass the certification exam.

**Workforce Innovation and Opportunity Act (WIOA)** – WIOA is an employment and training program funded by the U.S. Department of Labor to help Dislocated Workers and other Eligible Adults access the tools they need to manage their careers through information and high quality services, and to help U.S. companies find skilled workers. The following services are provided at no cost:

- Job Search Services and Job Readiness Activities, including development of interviewing skills and resume writing.
- Vocational Assessments to help identify skills, interests, abilities and potential barriers to employment.
- Provide information on the local labor market and in-demand occupations within NH.
- Develop a Career Path and Employment Plan to help guide that process.
- Occupational Skills Training: classroom based training that can lead to an industry recognized credential. There are over 800 training programs to choose from.
- On-the-Job Training: Participants are hired by an employer and hands-on training is provided; allowing the employee to “earn while they learn”.
- Support Services: Additional supports may be available to help eliminate or lessen barriers that prevent someone from participating in a fulltime training program. These supports could include: transportation reimbursement, child care reimbursement, uniforms, tools, and other emergency services.
- Educational Services and Skills Upgrading in areas such as ESOL, HiSet preparation, basic reading, math, and computer literacy.

**WIOA Youth Programs** – Under Title I of the Workforce Innovation and Opportunity Act of 2014, formula funds are



<b>Section C: State E&amp;T Program, Operations and Policy Overview</b>	
	<p>provided to states and outlying areas, states in turn provide local workforce areas resources to deliver a comprehensive array of youth services that focus on assisting out-of-school youth and in-school youth with one or more barriers to employment prepare for post-secondary education and employment opportunities, attain educational and/or skills training credentials, and secure employment with career/promotional opportunities.</p> <p>WIOA Youth offers the following services: tutoring; alternative secondary school services; paid and unpaid work experiences, which include: summer and year round employment opportunities, pre-apprenticeship programs, internships and job shadowing, and on-the-job training; occupational skill training; education offered concurrently with workforce preparation and training; leadership development opportunities; supportive services; mentoring; follow-up services; comprehensive guidance and counseling; financial literacy education; entrepreneurial skills training; services that provide labor market and employment information; and postsecondary education and training preparation activities.</p> <p><b>WorkReadyNH</b> – Individuals, who participate in the Job Search Training Component, receive a referral to the WorkReadyNH Program. This tuition-free workforce development program is administered through the NH Community College System and is tailored to meet the needs of job seekers and career builders, and provide training in the skills employers are seeking in their current and future employees</p> <p>The program provides assessment, instruction and credentialing in key skill areas, identified by employers as essential to workplace success. Graduates earn two nationally recognized credentials to add to their resume.</p>
<b>V. Consultation with Tribal Organizations</b> <ul style="list-style-type: none"> <li>• Description of consultation efforts</li> <li>• Services available through E&amp;T</li> </ul>	<p>New Hampshire does not have any Tribal Organizations therefore no consultation efforts are conducted and no services are provided through our SNAP E&amp;T Program.</p>
<b>VI. State Options</b> <ul style="list-style-type: none"> <li>• Select options the State is applying</li> </ul>	<p><input type="checkbox"/> Serving applicants</p> <p><input checked="" type="checkbox"/> Serving zero-benefit households</p> <p><input type="checkbox"/> Serving mandatory participants only</p> <p><input type="checkbox"/> Serving mandatory and voluntary participants</p>

<b>Section C: State E&amp;T Program, Operations and Policy Overview</b>	
	<p><b>X Voluntary participants only</b></p> <p>SNAP applicants are not eligible, nor are they referred, to the SNAP E&amp;T Program until they are determined eligible for SNAP benefits. This includes those who may also serve categorically eligible, zero benefit households. All SNAP eligible and zero benefit households are notified of their eligibility on their Notice of Decision (NOD) letter. The NOD letter is generated by our New HEIGHTS computerized database system. This letter must be sent to SNAP applicants within 30 days of enrollment or 7 days for Expedited SNAP applicants.</p> <p>NH opted to run a voluntary SNAP E&amp;T Program therefore participation in E&amp;T is not mandatory.</p>
<p><b>VII. Screening Process</b></p> <ul style="list-style-type: none"> <li>• Process for identifying whether work registrant should be referred to E&amp;T</li> </ul>	<p>Family Service Specialist (FSS) workers from the Bureau of Family Assistance identify and screen work registrants during their eligibility intake appointments. FSS workers utilize a script to explain the services offered through the SNAP E&amp;T Program. Individuals interested in participating in the voluntary program are encouraged to contact the program directly to enroll.</p> <p>Clients are also informed about the SNAP E&amp;T Program through their NOD letters, which they receive once their case is open for SNAP benefits.</p> <p>SNAP E&amp;T posters are visible statewide at the following locations: District Offices, NH Works at NH Employment Security, WorkReadyNH, and in Town Welfare Offices throughout the State to increase program awareness. Clients have the ability to self-refer by calling the program directly to enroll.</p> <p>Additionally, a statewide outreach mailing is conducted each FFY, to inform SNAP recipients about services offered through the SNAP E&amp;T Program.</p> <p>Once referred, the SNAP E&amp;T Technicians conduct an assessment to evaluate a participant's work history, skills, employment goals, and potential barriers to employment. Questions asked gauge the participant's need for help with job search, transportation, education and/or training. Community referrals are provided to help participant's access resources to expedite their ability to find employment.</p>

<b>Section C: State E&amp;T Program, Operations and Policy Overview</b>	
<b>VII. Conciliation Process (if applicable)</b> <ul style="list-style-type: none"> <li>• Procedures for conciliation</li> <li>• Length</li> </ul>	<p>N/A to New Hampshire.</p> <p>There is no conciliation process for the SNAP E&amp;T Program.</p>
<b>IX. Disqualification Policy</b> <ul style="list-style-type: none"> <li>• Length of disqualification period</li> <li>• Sanction applies to individual or entire household</li> </ul>	<p>NH operates a voluntary SNAP E&amp;T Program therefore, dual disqualification or State disqualification periods for participants who refuse or fail to comply in the SNAP E&amp;T program is not supported.</p> <p>Failure to meet program requirements does not result in participants being placed in sanction, or in any reduction of loss of benefits. The SNAP requirements at 7 CFR 273.7 (a) are adhered too.</p> <p><b>NH Sanctions/Disqualifications for SNAP Recipients (not E&amp;T participants) are:</b></p> <p>If an individual voluntarily quits a job without good cause within 30 days preceding the application, or has voluntarily reduced work hours without good cause, and, after the reduction, is working less than 30 hours per week while receiving benefits, impose the minimum mandatory sanction effective with the date of application. The individual is temporarily disqualified for SNAP benefits for:</p> <p><b>First Occurrence:</b> 1 month for the first violation;  <b>Second Occurrence:</b> 3 months for the second violation; and  <b>Third or Subsequent Occurrence:</b> 6 months for the third and subsequent violations.</p> <p>If the quit is discovered during participation in the program, the same penalties apply starting from the date the voluntary quit was discovered.</p> <p><b>Reference:</b>  <a href="https://newheights.dhhs.nh.gov/prd/static/newheightshlp/fsm/index.htm">https://newheights.dhhs.nh.gov/prd/static/newheightshlp/fsm/index.htm</a></p>
<b>X. Participant Reimbursements</b> <ul style="list-style-type: none"> <li>• List all participant reimbursements (or link to State policy/handbook)</li> </ul>	<p>Mileage reimbursements are not treated as allowances. Participants utilizing Job Search or Job Search Training services are eligible for mileage reimbursement. NH reimburses mileage at \$.30/mile, up to \$100 per month. Job Search and Job Search Training funds for mileage reimbursement are combined and cannot exceed \$100 per month. Participants are reimbursed from 50% Federal and 50% State funds.</p>



<b>Section C: State E&amp;T Program, Operations and Policy Overview</b>	
<ul style="list-style-type: none"> <li>• Reimbursement cap</li> <li>• Payment method (in advance or as reimbursement)</li> </ul>	<p>All reimbursements offered through the SNAP E&amp;T Program are for miles incurred for actual travel associated with searching for work or participating in NH Works job search workshops or other approved job search services. The SNAP E&amp;T Program also reimburses participants utilizing public transportation (i.e. bus passes or taxi rides) as long as a receipt is submitted along with their Job Search Log. Authorized reimbursements are administered through our New HEIGHTS computer system by paper checks and are mailed to the participant's mailing address.</p> <p>Job Search Logs are reviewed by SNAP E&amp;T Technicians to ensure that only approved job search-related activities are documented. Approved activities may include: inquiring about job openings, submitting applications, attending job fairs and interviews, participation in job search workshops, job readiness activities to include travel to/from programs and visits to the NH Works Centers for employment, and any other reasonably necessary transportation expenses directly related to participation in SNAP E&amp;T.</p> <p>A sample of 10% of all Job Search Logs claiming mileage are monitored regularly to ensure and verify the travel listed is reasonable. A website service such as MapQuest or Google Maps is used to compare the distance from the participant's home address to the employer listed on the Job Search Log.</p> <p>NH Child Care Scholarship Program offered through the DHHS's Child Development Bureau is available to participants with dependents.</p> <p>Additional funding sources are being explored to address concerns regarding out of pocket childcare expenses for participants enrolled in SNAP E&amp;T Program.</p> <p>Further information addressing SNAP E&amp;T Program directives regarding mileage reimbursement can be found in our DFA SR 16-04 at: <a href="http://www.dhhs.nh.gov/sr_hm/html/sr_16_04_dated_01_16.htm">http://www.dhhs.nh.gov/sr_hm/html/sr_16_04_dated_01_16.htm</a></p>
<p><b>XI. Work Registrant Data</b></p> <ul style="list-style-type: none"> <li>• Methodology used to count work registrants</li> </ul>	<p>New HEIGHTS computerized eligibility system automatically reports all work registrants each month by exemption status, otherwise not exempted by pursuant to 7 CFR 273.7(b)(1)) to prevent duplication.</p>

<b>Section C: State E&amp;T Program, Operations and Policy Overview</b>	
	<p>This report is called the NRP583RA. This report ensures that participants are counted as a work registrant no more than once in a Federal Fiscal Year.</p>
<p><b>XII. Outcome Reporting Data Source and Methodology</b></p> <ul style="list-style-type: none"> <li>• Data sources</li> <li>• Methodology</li> </ul>	<p>To address the four National Reporting Measures, NH plans to report the following:</p> <ol style="list-style-type: none"> <li>1. The number and percentage of E&amp;T participants and former participants who are in unsubsidized employment during the second quarter after completion of participation in E&amp;T.</li> </ol> <p>NH will report the number and percentage of former E&amp;T participants who completed the E&amp;T program during a quarter and had unsubsidized employment two quarters later from the quarter in which they completed E&amp;T. SNAP E&amp;T will utilize our manual caseload tracker to identify clients who closed during each quarter of the FFY.</p> <p>For example: if a client completed E&amp;T on 10/2/18 they will be looked up manually on or after 6/30/19 to see if they were in unsubsidized employment during the second quarter (which falls between 4/1/19-6/30/19). If the client had worked at any time during the second quarter, they will be included in the numerator as having employment 2 quarters later from their E&amp;T completion date.</p> <p>The denominator will be the number of participants who completed E&amp;T during the quarter. The percentage would be the numerator divided by the denominator.</p> <ol style="list-style-type: none"> <li>2. The number and percentage of E&amp;T participants and former participants who are in unsubsidized employment during the fourth quarter after completion of participation in E&amp;T.</li> </ol> <p>NH will report the number and percentage of former E&amp;T participants who completed the E&amp;T program during a quarter and had unsubsidized employment four quarters later from the quarter in which they completed E&amp;T. SNAP E&amp;T will utilize our manual caseload tracker to identify clients who closed during each quarter of the FFY.</p> <p>For example: if a client completed E&amp;T on 10/2/18 they will be looked up manually on or after 12/31/19 to see if they were in unsubsidized employment during the fourth quarter (which falls between 10/1/19-12/31/19). If the client had worked at any time</p>

**Section C: State E&T Program, Operations and Policy Overview**

during the fourth quarter, they will be included in the numerator as having employment 4 quarters later from their E&T completion date.

The denominator will be the number of participants who completed E&T during the quarter. The percentage would be the numerator divided by the denominator.

3. The median quarterly earnings of all the E&T participants and former participants who are in unsubsidized employment during the second quarter after completion of participation in E&T.

NH will record the earnings of former E&T participants who are in unsubsidized employment during the second quarter after completion of participation in E&T. In order to determine the median earnings all quarterly wages will be arranged from lowest to highest to identify the median wages for the second quarter.

4. The number and percentage of participants that completed training, educational, work experience or an on-the-job training component.

Unfortunately, NH is unable to provide a number and percentage because we do not offer the above mention components in our SNAP E&T Program.

Currently, NH utilizes administrative data from the New HEIGHTS eligibility system to capture wage and employment data manually. NH is in the beginning stages of collaborating with the NH Employment Security (NHES) to obtain NHES Quarterly Wage data to adhere to these National Reporting Measures in the future.

Additionally, there are six characteristics that States are required to track for all E&T participants. These characteristics are:

- a) Whether the individual is a voluntary or mandatory participant
- b) Whether the participant has achieved a high school degree (or GED) prior to being provided with E&T services
- c) Whether the participant is an Able Bodied Adult Without Dependents (ABAWD)
- d) Whether the participant speaks English as a Second Language
- e) The participant's gender
- f) The participant's age (within these ranges 16-17, 18-35, 36-49, 50-59, 60 or older)



**Section C: State E&T Program, Operations and Policy Overview**

NH has added all six of these characteristics to our SNAP E&T Assessment Form and our Monthly Caseload Tracker.

- Furthermore, the four National Reporting Measures must be broken out by the following three characteristics. A participant may have more than one characteristic. Whether the individual is a voluntary or mandatory participant;
- Whether the participant had achieved a high school degree (or GED) prior to being provided with E&T services;
- Whether the participant is an ABAWD.

Additionally, NH expects to serve at least 100 participants during the FFY in the Job Search and Job Search Training components. NH has selected the following reporting measure from the list of suggested State Component Reporting Measures:

- The percentage and number of program participants who received E&T services and are in unsubsidized employment following receipt of those services.

SNAP E&T will identify the number of participants that gained employment during the FFY and divide that number by the total number of participants in the E&T program in the FFY.

As previously stated, NH is exploring the ability to get automated reports to capture the data for the National Reporting Measures. If our computer system is not able to accommodate our new reporting requirements, SNAP E&T Technicians will continue to track and report this information manually.

These data requirements are submitted in the Annual Report this is due January 1 of each year.

<b>Section D: Pledge to Serve All At-Risk ABAWDs (if applicable)</b>	
<i>State agencies wishing to receive pledge funds should identify a desire to pledge and provide the following information:</i>	
<b>I. Is the State agency pledging to offer qualifying activities to all at-risk ABAWDs?</b>	N/A
<b>II. Information about the size &amp; needs of ABAWD population</b>	N/A
<b>III. The counties/areas where pledge services will be offered</b>	N/A
<b>IV. Estimated cost to fulfill pledge</b>	N/A
<b>V. Description of State agency capacity to serve at-risk ABAWDs</b>	N/A
<b>VI. Management controls in place to meet pledge requirements</b>	N/A
<b>VII. Description of education, training and workfare components State agency will offer to meet ABAWD work requirements</b>	N/A

## Section E: E&T Component Detail

Components by Category (*Non-Education, Non-Work Components; Education Components; Work Components*)

### Non-Education, Non-Work Components

Supervised Job Search	
<b>Description</b>	<p>The SNAP E&amp;T Program is administered by the agency's State Office location. This was a cost saving decision to centralize services statewide. New Hampshire's Supervised Job Search component includes assessment, case management, outreach, case monitoring, documentation review, reimbursement authorizations, resource referrals, and all communication is documented in the New HEIGHTS computer system. All participants are assessed at the time of enrollment; by SNAP E&amp;T Case Technicians, who evaluate participants work history, skills, employment goals, and potential barriers to employment. The assessment asks questions to gauge the participants' need for help with job search, transportation, education and/or training as well as referrals to community resources that may expedite the participants' ability to find employment.</p> <p>Participants are provided direct supervision to monitor progress through regular communication via telephone or in-person to accommodate the needs of the individual. Job searching activities such as, Internet and newspaper reviews of job postings, visiting potential employers, submitting job applications and resumes, networking at job fairs and participating in interviews are supervised through the monitoring of job search logs and authorization of mileage reimbursements.</p> <p>Follow-up engagement is initiated at least once every thirty days, and ongoing case management is provided to evaluate, review and assess participants' progress in obtaining suitable employment. This may entail reevaluating goals, identifying new or alternative education or training opportunities, and/or further career exploration.</p> <p>SNAP E&amp;T Case Technicians utilize the SNAP E&amp;T Caseload Tracker to determine the timing of outreach as well as catalog participant activities and desired occupations. Other information tracked includes, but not limited to: demographics, characteristics, referrals, employment status, authorization of reimbursements, and closure reasons. This level of detail allows the Case Technicians to facilitate case management and advise the participant accordingly. Program duration is dependent upon each individuals supervised participation. If not contact is made for 90 days than the participant is closed out of the SNAP E&amp;T Program.</p> <p>NH is collaborating with NH Works and Title I WIOA partners on a pilot in the hopes of building a more robust component to better serve participants. This pilot will initially be targeted in the Rochester and Nashua regions for the first quarter of FFY 2020. Participants will perform job searching activities on site under the supervision of the Career Navigators and Specialists. During the pilot, Career Navigators and Specialists will track participant engagement by utilizing weekly checklists that document participants' job search activities. Pre and post assessments will be conducted to document participants' progress and outcomes. This information will be reported back to the SNAP E&amp;T Program staff on a weekly basis.</p> <p>Insight gained through the pilot along with the release of the final work provisions in the Agriculture Improvement Act of 2018 will provide the foundation for statewide implementation in January 2020. NH anticipates that it will align with Title I WIOA requirements to promote consistency among programs. As NH expand through the development of partnerships, timeframes will be forthcoming as new components are developed that support those participants with greater needs so they may attain self-sufficiency.</p>

<b>Supervised Job Search</b>					
<b>Geographic area</b>	<b>Target audience (e.g., homeless, re-entry population, ABAWDS)</b>	<b>Anticipated monthly participants (unduplicated count)</b>	<b>Anticipated monthly cost*</b>	<b>Provider(s)</b>	<b>Reporting measure(s) if &gt; 100 participants per year</b>
Statewide	Individuals seeking employment	101 (Annual number for FFY)	\$12,955.63  (E&T funding/12 months * .75)	N/A	# and % of participants that obtained employment within the FFY.

\* Limit anticipated monthly cost to administrative costs only. Do not include participant reimbursements.

### Non-Education, Non-Work Components

<b>Job Search Training</b>					
<b>Description</b>	Participants who are interested in obtaining additional Job Search Training are referred to the WorkReadyNH Program. WorkReadyNH is a tuition free workforce development program tailored to meet the needs of job seekers and career builders. The WorkReadyNH Program provides assessments such as WorkKeys, focusing on basic workplace skills in applied mathematics, reading, and locating information along with soft skills training, in addition to instruction and credentials in key skill areas, identified by employers as essential to workplace success. Graduates earn nationally recognized credentials to add to their resume.				
<b>Geographic area</b>	<b>Target audience (e.g., homeless, re-entry population, ABAWDS)</b>	<b>Anticipated monthly participants (unduplicated count)</b>	<b>Anticipated monthly cost*</b>	<b>Provider(s)</b>	<b>Reporting measure(s) if &gt; 100 participants per year</b>
Statewide	Individuals seeking improved job search skills	101 (Annual number for FFY)	\$4,318.54  (E&T funding/12 months * .25)  (Program is free however, participants are eligible for transportation reimbursement)	N/A	# and % of participants that obtained employment within the FFY.

\* Limit anticipated monthly cost to administrative costs only. Do not include participant reimbursements.



<b>Section F: Estimated Participant Levels</b>	
<b>I. Anticipated number of work registrants in the State during the Federal FY (unduplicated count):</b>	20,542
<b>II. Estimated Number of Work Registrants Exempt from E&amp;T</b>	20,542
<b>List below planned State option exemption categories and the number of work registrants expected to be included in each during the Federal FY</b> <b>1. Under the voluntary SNAP E&amp;T Program, exemptions do not need to be applied to the work registrant's population. All work registrants are considered exempt. ABAWDs subject to the clock will be exempt as allowed in the Federal Regulations described at 7CFR 273.7.</b>	20,542
<b>III. Percent of all work registrants exempt from E&amp;T (line II/line I)</b>	100%
<b>IV. Anticipated number of mandatory E&amp;T participants (line I – line II)</b>	0
<b>V. Anticipated number of voluntary E&amp;T participants</b>	101
<b>VI. Anticipated number of ABAWDs in the State during the Federal FY</b>	1,153
<b>VII. Anticipated number of ABAWDs in waived areas of the State during the Federal FY</b>	0
<b>VIII. Anticipated number of ABAWDs to be exempted under the State's 15 percent ABAWD exemption allowance during the Federal FY</b>	687
<b>IX. Number of potential at-risk ABAWDs expected in the State during the Federal FY (line VI – (lines VII+VIII))</b>	466

<b>Section G: Summary of Partnerships and/or Contracts</b>					
<b>Partner/ Contractor</b>	<b>Nature of Contract (Consulting, Data Analysis, E&amp;T Services, Other)</b>	<b>Total Admin Costs</b>	<b>Total Participant Reimbursement s Costs</b>	<b>Total Cost</b>	<b>% of Total Budget</b>
<b>Community College ABC (example)</b>	N/A	N/A	N/A	N/A	N/A
<b>State DOL (example)</b>	N/A	N/A	N/A	N/A	N/A
Insert more rows as needed	N/A	N/A	N/A	N/A	N/A

For each partner/contractor that receives more than 10% of the E&T operating budget, complete and attach a Contractor Detail Addendum.



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<b>Section H: Contractor Detail Addendum</b>				
<b>Partner/Contract Name</b>	N/A			
<b>Monitoring and communication with contractor (s)</b>	N/A			
<b>Role of Contractor</b>	N/A			
<b>Timeline</b>	<b>Start</b>	N/A	<b>End</b>	N/A
<b>Description of Activities/Services</b>	N/A			
<b>Funding</b>	N/A			
<b>Evaluation</b>	N/A			

**Section I: Operating Budget and Budget Narrative**

	State cost	Federal cost	Total
<b>I. Direct Costs:</b>			
a) Salary/Wages	\$3,526	\$79,750	\$83,276
b) Fringe Benefits* Approved Fringe Benefit Rate Used _____%	\$3,526	\$60,152	\$63,678
c) Contractual Costs (Admin Only)			
d) Non-capital Equipment and Supplies		\$250	\$250
e) Materials		\$925	\$925
f) Travel			
g) Building/Space		\$1,100	\$1,100
h) Equipment & Other Capital Expenditures			
<b>Total Direct Costs</b>	<b>\$7,052</b>	<b>\$142,177</b>	<b>\$149,229</b>
<b>II. Indirect Costs:</b>			
Indirect Costs* Approved Indirect Cost Rate Used: _____%		\$58,061	\$58,061
<b>III. In-kind Contribution</b>			
State in-kind contribution			
<b>Total Administrative Cost (Total of items I, II, and III)</b>	<b>\$7,052</b>	<b>\$200,238</b>	<b>\$207,290</b>
<i>100 Percent Federal E&amp;T Grant</i>		\$193,186	\$193,186
<i>50 percent Additional Administrative Expenditure</i>	\$7,052	\$7,052	\$14,104
<b>IV. Participant Reimbursement (State plus Federal):</b>			
a) Dependent Care (including contractual costs)			
b) Transportation & Other Costs (including contractual costs)	\$13,000	\$13,000	\$26,000
c) State Agency Cost for Dependent Care Services			
<i>Total 50 percent Participant Reimbursement Expenses</i>	<i>\$13,000</i>	<i>\$13,000</i>	<i>\$26,000</i>
<b>V. Total Costs</b>	<b>\$20,052</b>	<b>\$213,238</b>	<b>\$233,290</b>

\* Attach an approval letter from the cognizant agency identifying the indirect cost rate being used.

**Section J: Budget Narrative and Justification**

<b>Item</b>	<b>Narrative</b>
<b>I. Direct Costs:</b>	
a) Salary/Wages	2 FT and 1 PT at 67%
b) Fringe Benefits* Approved Fringe Benefit Rate Used _____ %	Benefits for personnel above.
c) Contractual Costs	
d) Non-capital Equipment and Supplies	Supplies needed by staff administering this program.
e) Materials	Outreach mailing expenses.
f) Travel	
g) Building/Space	Telephone and data line expense for the above employees.
h) Equipment & Other Capital Expenditures	
<b>II. Indirect Costs:</b>	
	Administrative costs recovered through Fed-approved PACAP.
<b>III. State In-kind Contribution</b>	
<b>IV. Participant Reimbursements</b>	
a) Dependent Care	
b) Transportation & Other Costs	Mileage reimbursement expenses for participants using Job Search or Job Search Training services. NH reimburses mileage at \$.30 per mile up to \$100 per month.
c) State Agency Cost for Dependent Care Services	

### **Workforce Consultation and Coordination**

1. Describe the efforts taken by the State agency to consult with the State workforce development board or with private employers or employer organizations, if appropriate, in designing the State's SNAP E&T program. This description should include whom the State agency consulted.

The New Hampshire State Workforce Innovation Board (SWIB) meets quarterly. Information on programs and services are included and reviewed during meetings, are attended by the Department of Health and Human Services' (DHHS) Associate Commissioner, and staffed by the Bureau Chief of Employment Supports who is responsible for TANF and SNAP Employment and Training Programs. Under the SWIB are two work groups that collaborate to support the development and implementation of programs.

- A. The "Consortiums" primary responsibility is to oversee the operation of the One Stop Center housed at New Hampshire Employment Security (NHES). This committee is chaired by the Commissioner of Employment Security, with voting seats represented from Commissioners or Designees of the other required partners. Projects that cross and connect with the One Stop Center and WIOA activities are reviewed and recommended for approval to the SWIB
- B. The "Interagency Director's Group (IDG)" is made up of Workforce Innovation Opportunity Act (WIOA) partner Administrators and Bureau Chiefs. This team works with all staff to improve communication, training, employer connections, and program design. This team, due to their roles within the State of New Hampshire, are in a position to build, recommend and implement programs under the leadership of the Consortium and the SWIB.

The New Hampshire SNAP E&T Program is collaborating with WIOA partners to better develop a recruitment and referral system to expand supports and resources to SNAP E&T participants. While there has been a referral process in place, communication between programs needs to be strengthened. A focus will be on increased participation levels. There will also be a clear focus to increase connections to Adult Education resulting in credentials that will impact positive employment outcomes.

A copy of New Hampshire's SNAP E&T Program State Plan was provided to the State Workforce Innovation Board (SWIB). SWIB feedback included an inquiry about program eligibility, specifically as it relates to citizenship. Additional feedback included support for New Hampshire's current strategies for breaking the multi-generational cycle of poverty. New Hampshire's Bureau Chief of Employment Supports is scheduled to attend the next quarterly SWIB meeting to share SNAP E&T Program updates.

2. Describe the extent to which the State agency is carrying out SNAP E&T programs in coordination with Title I programs under the Workforce Innovation and Opportunity Act (WIOA).

Addendum - Agriculture Improvement Act of 2018 Implementation  
FY 2020 SNAP E&T State Plan

Currently, referrals are made to WIOA Partner agencies and the participants then connect with the agencies. Preliminary discussions have occurred with WIOA Adult, WIOA Youth, and Southern New Hampshire Services (SNHS) Administrators to outline a plan for the next year to increase referrals and improve communication to maximize success. A meeting is scheduled with the Administrator at NHES to identify additional data elements and the required program access to assist with reporting and service delivery.

### **Case Management Services**

Describe how the State agency will provide case management services in the State's E&T program. This description should include:

- the entity (or entities) who will be responsible for carrying-out case management services;
- the types of case management the State agency will provide, such as comprehensive intake assessments, individualized service plans, progress monitoring, and coordination with service providers; and
- how case management service providers will coordinate among E&T Providers, the State agency, and other community resources.

If the State agency is not able to provide case management services in FY 2020, the State agency must describe in their FY 2020 E&T State plan the actions they have taken and are planning to take to come into compliance, as well as a timeline for completion.

Currently DHHS staff includes a SNAP E&T Program Specialist and two Case Technicians (one full-time position and the other is a part-time and currently vacant) for SNAP E&T. The Case Technicians provides case management services for SNAP participants who voluntarily enroll with the SNAP E&T Program. An assessment of strengths and needs is administered. Case Management services are offered. Following the assessment, a plan is developed that outlines activities, communication; and job coaching. The SNAP E&T Technician connects participants to employers that are hiring in their community using the following strategies: 1) review and recommends improvements to job searching materials; 2) develops potential career pathways; 3) sharing information about local job fairs; and 4) providing job leads. The SNAP E&T Program strives to build confidence for participants through the provision of services aimed at removing barriers, gaining skills, earning credentials and/or acquiring experience necessary to obtain sustainable employment. NH is also developing partnerships with community organizations as they have the capacity, resources, and experience necessary to effectively administer case management services.

Additionally, a marketing plan will be developed and implemented to recruit additional SNAP E&T participants into the program. Initial efforts will focus on materials targeted towards specific training opportunities that have in-demand occupations.

MOU Agreements are in place with NHES to provide UI Employment Data on Participants. A meeting is scheduled to determine how best to disaggregate the data between TANF Employment Program and SNAP E&T to align with WIOA post exit employment success rates.